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Objective:

Motivated junior software developer with 3 months of experience in software development. Seeking to use proven skills in C#, .NET, and HTML/CSS using agile methods to meet the needs of your organization.

Education:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, March 2022**
 - 12-week immersive learning program for Software Development taught with industry-guided curriculum, real-world project-based learning, and 500+ hours of logged coding time and training
- **Vincennes University, Associate of Applied Science in General Studies – Business Focus, Vincennes, Indiana, Dec 2015**

Competencies & Functional Skills:

Problem solving, troubleshooting, customer service, critical observation and thinking, organization, Agile methodology, portfolio development, addressing and resolving business challenges, ability to work independently as well as team collaboration, active listener, multi-tasking, adaptability, and time management

Technical Skills:

Languages/Libraries: C#, ASP.NET, SQL

Cloud Technologies: Azure, GitHub

CI/CD: Agile, Git

Databases/ORM: SQL Server, Relational Databases, Entity Framework

Web Technologies: HTML, CSS, APIs, MVC, Responsive web design, Bootstrap

Testing Tools: MSTest

Technical Projects:

- **Tech Training Tracker repository** [Tech Training Tracker](#)
 - Utilized C#, HTML 5, CSS 3, and Bootstrap 4 to design & build an ASP.NET MVC application
- **Pet Adopter API repository** [Pet Adopter API](#)
 - Utilized C#, HTML 5, CSS 3, and JavaScript as a team to design & build an ASP.NET Web API using agile methods
- **Static Store Front project** [Knitta's Paradise Static Store Front](#)
 - Utilized HTML 5 and CSS 3 to create a static store front.

Professional Experience:

Loan Analyst, MBO Partners, Remote, February 2021 – May 2021 – Contract with PwC for a regional bank

Project Scope: Reduced the client's backlog of PPP loan applications and accelerated the analysis process

- Collaborated with team members in Salesforce and DocuSign to expediate loan analysis process

Escalated Complaints Specialist, Wells Fargo, Portland, OR, December 2019 – November 2020

Project Scope: Researched customer complaints and responded to the customer via email and letter.

- Investigated customer complaints. Collaborated with companywide teams to increase customer satisfaction.

Research and Remediation Analyst 2, Robert Half, Hillsboro, OR, May 2019 – November 2019 – Contract with Wells Fargo

Project Scope: Reduced the client's backlog of customer complaints by 100%

- Investigated customer complaints. Originated a streamlined process with fellow top performers.

Maintenance Coordinator, Bunge Milling, Worthington, IN December 2014 – February 2019

Project Scope: Created and administered Preventative Maintenance Schedule to reduce downtime and maintenance costs.

- Implemented a PM plan to maximize use of planned downtime and reduce costs associated with unplanned downtime. Organized and catalogued parts inventory for security and ordering efficiency. Utilized SAP system for schedules and work orders. Assisted maintenance supervisor with meeting schedules and directing maintenance technicians to tasks.

Awards & Achievements:

- Magna Cum Laude, Vincennes University